



## **DHHS WAIVER ADVISORY COMMITTEE** **MEETING MINUTES**

**Date:** August 28, 2012      **Time:** 1:00 pm – 3:00 pm      **Location:** McKimmon Center, Raleigh, NC

MEETING CALLED BY			Lee Smith, Chairman		
TYPE OF MEETING			DHHS Waiver Advisory Committee (DWAC)		
ATTENDEES					
COMMITTEE MEMBERS			STATE STAFF ATTENDEES		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Peggy Terhune	Monarch	<input checked="" type="checkbox"/>	Ken Marsh	DMHDDSAS – LME Team	<input checked="" type="checkbox"/>
Margaret Stargell	Coastal Horizons Center, Inc.	<input checked="" type="checkbox"/>	Kathy Nichols	DMA Waiver Pgms Mgr	<input type="checkbox"/>
Jack Naftel, MD	NC Physicians Association	<input checked="" type="checkbox"/>	Kelly Crosbie	DMA Beh. Health Sect. Chief	<input type="checkbox"/>
Rosemary Weaver	State CFAC	<input checked="" type="checkbox"/>			
Carol Messina	State CFAC	<input checked="" type="checkbox"/>			
Susan Monroe	Local CFAC	<input checked="" type="checkbox"/>			
Marc Jacques	Local CFAC	<input checked="" type="checkbox"/>			
Deby Dihoff	NAMI	<input type="checkbox"/>			
Ellen Perry	IDD Advocate	<input checked="" type="checkbox"/>			
Tony Sowards	SA Advocate	<input checked="" type="checkbox"/>			
Cherene Allen-Caraco	Mecklenburg's Promise	<input checked="" type="checkbox"/>	GUEST		
Lois Cavanagh-Daley	NC CANSO	<input type="checkbox"/>	NAME	AFFILIATION	PRESENT
Arthur C. Wilson	Transylvania Co.	<input checked="" type="checkbox"/>	Chris Egan	DDTI of UNC-CH	<input checked="" type="checkbox"/>
William Smith III	Wayne Co.	<input checked="" type="checkbox"/>	Robin Snead	DDTI of UNC-Ch	<input checked="" type="checkbox"/>
Brian Ingraham	Smoky Mtn. LME	<input checked="" type="checkbox"/>	Charles Schoenheit	Acting CEO, WHN	<input checked="" type="checkbox"/>
Ken Jones	Eastpointe LME	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Beth Melcher	DHHS Deputy Secretary	<input checked="" type="checkbox"/>			
Mike Watson	DMA Director	<input type="checkbox"/>			<input type="checkbox"/>
Tara Larson	DMA, COO	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Jim Jarrard	DMH/DD/SAS Acting. Director	<input checked="" type="checkbox"/>			<input type="checkbox"/>
U. Nenna Lekwauwa	DMHDDSAS Medical Director	<input type="checkbox"/>			

**1. Agenda topic: Welcome and Approval of Minutes/Chair Housekeeping Items      Presenter(s): Lee Smith**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>July minutes approved with no changes.</li> <li>DWAC membership for January 2013 to be discussed. DWAC Chair will work with some committee members to develop a draft outline to be presented at September DWAC meeting for membership rotation and selection.</li> <li>State Budget cuts to LMEs – it has been determined that LME-MCO (LME) budget issues are not in the purview of this committee therefore will not be specifically discussed.</li> <li>Change in the agenda: DMHDDSAS “draft” Quarterly Dashboard Report has been pulled until September, focusing more on outcomes from DMA and DMHDDSAS.</li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
N/A			

**2. Agenda topic: State Report on Western Highlands Plan of Correction      Presenter(s): Tara Larson, DMA**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>DMA in process of conducting 120 day readiness reviews for all LME/MCOs going live in January 2012 between the months of August and September.</li> <li>Concern expressed that information was released before LME-MCOs given opportunity to review/react. Such as in the case of WHN.</li> <li>Some items of concern had already been identified in the monthly WHN - IMT process. Mercer was asked to enter and do on-sight review based on the identified concerns.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Areas of concerns included IT (claims and technical aspects) and Finance. Issues with management report process – how information is used and what information gets communicated. Information needs to be discussed across all areas (clinical, financial) so all pieces fit together.</li> <li>• State met with WHN. WHN has now undergone management change, board meetings being held weekly, State POC (Plan of Correction) meetings weekly, outside consultants being brought in, continue to address issues, change accounting process, edits, audits.</li> <li>• This is to be used as a learning experience for the State.</li> <li>• State working with other LME-MCOs to prevent same thing from happening.</li> <li>• Readiness Reviews are taking all these processes and WHN experience and going forward.</li> <li>• Question on high start up rates and concern that WHN would cut services as potential fix. Administrative funds separate from Service funds. It is not the states place to manage the daily process but to ensure the intent of the contract is followed. Decisions to be made by LME-MCOs.</li> <li>• Another question on State taking money off the top and the LME coming up short. In process of renegotiating capitation rates with WHN.</li> <li>• WHN has taken this very seriously. Board is committed to making sure WHN succeeds.</li> <li>• Charles Schoenheit new Interim Director. Financial aspect is squared away. Board members also frustrated that report went out before the board received it.</li> <li>• There is a lot of communication between the MCOs to help ensure success.</li> <li>• Charles Schoenheit, Acting Director: <ul style="list-style-type: none"> <li>○ WHN working hard on POC, in a lot of detail,</li> <li>○ WHN to contract with consultant group to assist on POC items.</li> </ul> </li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
□ Tara to meet with Ellen Perry on questions she submitted in writing.	Tara Larson	TBD	

### 3. Agenda topic: Support Intensity Scale

**Presenter(s): Chris Egan, Robin Snead**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• DDTI's presentation is a continuation from last month's HSRI presentation to DWAC.</li> <li>• Support Intensity Scale (SIS) is a comprehensive assessment tool. <ul style="list-style-type: none"> <li>○ Assessments are conducted – <ul style="list-style-type: none"> <li>• Very comprehensive, 89 items in regard to a person's life.</li> <li>• Results interpreted, translated into an individual service plan (ISP).</li> <li>• The SIS is a reliable, positive, and supports oriented tool. It does not target deficits or skills individual doesn't have, asks what an individual needs.</li> <li>• The assessment involves the individual and others who support the individual from family, friends, involved providers.</li> <li>• Enhances the ISP process, doesn't replace other tools for developing ISP.</li> <li>• Identifies what support is needed and how much of it is needed.</li> </ul> </li> <li>○ Interview Process – face to face</li> <li>○ Rating Scale – team approach, two respondents in addition to individual</li> <li>○ Interviewers are AAIDD trained <ul style="list-style-type: none"> <li>• Interviewers trained in three phases <ul style="list-style-type: none"> <li>• Three days of classroom instruction</li> <li>• Guided practice</li> <li>• Quality Review</li> </ul> </li> <li>• Interviewer explains interview process</li> </ul> </li> <li>○ SIS information shared with LMEs</li> </ul> </li> <li>• Identified LME-MCO staff are trained to conduct SIS assessments</li> <li>• In order to get started the LME-MCOs are <ul style="list-style-type: none"> <li>○ holding community forums</li> <li>○ build examiner capacity and training</li> </ul> </li> <li>• There are 5000+ individuals to be reviewed. DDTI and LMEs will be communicating with</li> </ul>
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	<p>families prior to SIS in order to educate and schedule assessments.</p> <ul style="list-style-type: none"> <li>• Questioned why we aren't using the SIS information that is already available. Noted that we are not starting from scratch. The information is enhancing what is in place and we are making sure the process is uniform and building upon what we've learned.</li> <li>• PBH lawsuit was regarding due process and how it is applied; learning as we go forward.</li> <li>• AAIDD is training LME/MCO staff who will be doing the interviews. AAIDD also doing interviews. Staff are being hired specifically to conduct SIS assessments. These assessment help determine need both behavioral and medical.</li> <li>• Regarding medical necessity – assessment and the ISP put in the details to help determine needs.</li> <li>• Surveys are done in homes or office settings, it is a choice.</li> <li>• Questioned what level of training care givers go through – LME/MCOs develop their training plans.</li> </ul>		
<b>Conclusions</b>	•		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
N/A			

#### 4. Agenda topic: Subcommittee Update

**Presenter: Peggy Terhune**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Summary of Subcommittee past work and summary of recommendation to DWAC.</li> <li>• Clarification <ul style="list-style-type: none"> <li>◦ Subcommittee would like to know how DWAC can be used more effectively as a advisory committee.</li> <li>◦ Explanation of role as advisors. Committee does not respond to public comments. Information can be taken back to share</li> </ul> </li> <li>• Subcommittee requesting regular update reports on: <ul style="list-style-type: none"> <li>◦ Outcomes</li> <li>◦ Billing issues</li> <li>◦ Grievances</li> <li>◦ Care Coordination / Targeted Case Management transition status</li> <li>◦ Update on lessons learned</li> <li>◦ Quarterly dashboard reports</li> </ul> </li> <li>• DWAC would like information on: <ul style="list-style-type: none"> <li>◦ When the State sees problem developing, DWAC wants to be informed on issue and that it is being dealt with</li> <li>◦ Wants the State to come to committee for items they would like advice on</li> <li>◦ Want the State to share problems they are working on, with confidence that there is a solution</li> <li>◦ Want to know if the waiver is meeting individual and family needs – from families, not just State staff.</li> </ul> </li> <li>• Subcommittee was given task of advising state on developing the ideal “Due Process” process and how best to educate consumers on their rights.</li> <li>• Subcommittee also asked to come back with recommendations to make reporting process (data available) better.</li> <li>• Suggestion made to have DSS do presentation on Due Process.</li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>• Subcommittee to address due process and educating consumers on rights.</li> <li>• DWAC Committee to review and think about the recommendations made</li> </ul>	Subcommittee Members DWAC Committee	Next mtg. 9/19	

#### Agenda topic: Agenda Items for Next Month

**Presenter: Lee Smith**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Prepare for DWAC Membership rotation for January 2013. Have outline proposal at next DWAC meeting and plan for adoption in October.</li> <li>• Update from Best Practice/Care Coordination</li> <li>• Care Coordination Update - Any personal comments back, update at next meeting.</li> <li>• Sandhills – Executive Summary on all the LME-MCO readiness reviews.</li> </ul>		
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	<ul style="list-style-type: none"> <li>DOJ decision about Housing</li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>DWAC Assigned staff to work with the Committee Chair on the agenda.</li> </ul>	Ken Marsh / Kathy Nichols	9/14/2012	

#### 4. Agenda topic: Public Comments

**Presenter: PUBLIC**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Mary K. Short <ul style="list-style-type: none"> <li>Her understanding that only 11 states using SIS and that assessment is not all that great.</li> <li>ICF/MR level of care is being used to determine if individuals' level of care met. If not will be removed from Innovations waiver.</li> <li>Questioned definition of everyday life</li> <li>Concerned that agenda not posted to website prior to this DWAC meeting</li> </ul> </li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
N/A			

**Meeting Adjourned**

**Next Meeting: Wednesday, September 19, 2012, 1:00 p.m. – 3:00 p.m.**